

**CITY OF ASHEVILLE, NORTH CAROLINA
CLASS SPECIFICATION**

**GOLF COURSE MANAGER
PARKS, RECREATION AND CULTURAL ARTS DEPARTMENT**

GENERAL STATEMENT OF DUTIES

Performs administrative and supervisory work in the management, operation, and maintenance of the Municipal Golf Course. Employee reports to the Superintendent of Recreation.

DISTINGUISHING FEATURES OF THE CLASS

An employee of this class is responsible for the efficient and orderly operation and maintenance of the Municipal golf course including, but not limited to, all grounds, buildings, equipment and facilities. Responsibilities also include providing advice to golfers and the public, directing tournaments, managing course play, and teaching golf techniques. Employee is responsible for supervising subordinate employees involved in the various operations of the facility. Other responsibilities include budget preparation, revenue and expenditure monitoring, capital improvement recommendation and administration, and personnel management. Considerable independence of action is required in making frequent decisions. Tact and firmness are required in dealings with golfers, vendors, subordinate personnel and the general public. Work is performed under the general supervision of the Superintendent of Recreation and is evaluated through review of reports and conferences for the overall efficiency and public acceptance of the Municipal Golf Course facility.

ILLUSTRATIVE EXAMPLES OF WORK

ESSENTIAL JOB FUNCTIONS

Coordinates and runs tournaments; works with civic and interested groups for tournament play and schedules the course and facilities accordingly.

Supervises operations of the clubhouse facility; receives vendors; sells golf supplies and keeps inventories; schedules play; collects greens fees; greets public.

Supervises a crew of personnel in the maintenance, upkeep and continual improvement of fairways, greens, tee boxes, and other course areas; monitors maintenance and expenditures on facility buildings and equipment.

Supervises the selling of refreshments and supplies; keeps operating records; maintains applicable licenses.

Supervises the maintenance of motorized carts; keeps inventories of City-owned and privately leased units; maintains cart facilities.

GOLF COURSE MANAGER

Establishes policies; initiates and promotes programs; develops procedures of operation.

Teaches golf techniques to novices and players desiring instruction.

Schedules subordinate personnel for additional training.

Maintains divisional budget, revenues and expenditures.

Requisitions necessary supplies and equipment.

Maintains and fosters good public relations with golfers, civic groups, contractors, vendors and the general public.

Oversees year-end inventory.

Prepares payroll and employee time sheets.

Reviews and verifies accuracy of various records.

Supervises the spraying of pesticides.

ADDITIONAL JOB FUNCTIONS

Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

Thorough knowledge of golf rules, equipment, and methods of play.

Thorough knowledge of the operation of a golf facility including course, grounds, equipment and building.

Considerable knowledge of golf course maintenance and associated equipment.

Considerable knowledge of turf management practices and techniques.

Considerable knowledge of accounting practices including revenue, organization and administration.

Some knowledge of golf course architecture and design.

Ability to manage personnel performing various duties and possessing a wide range of skills and abilities.

Ability to deal tactfully and courteously with vendors and the general public.

Ability to establish and maintain effective working relationships with management, contractors, vendors, subordinate personnel and the general public.

Ability to complete clear and concise reports detailing divisional activities and fiscal operations.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in business administration, public administration or a related field and 5 to 7 years of administrative and supervisory experience in golf course operations; and/or any equivalent combination of training and experience required to perform the essential position functions.

GOLF COURSE MANAGER

COMPETENCIES

Technical Competency: Ability to use the tools and concepts of the specialty area in which the employee works. Includes using appropriate processes, procedures, resources, and work or professional standards.

Interpersonal Competency: Ability to work with people, develop and maintain work relationships, communicate, manage conflict, and perform as an effective team member.

Intellectual Competency: Ability to think, learn and process information. Ability to solve problems and gather necessary information. Includes having math and reading skills appropriate to job level.

Customer Service: Ability to identify customers, determine the valid needs of a situation, and provide service or service recovery in a manner that satisfies the customer.

Organizational and Community Sensitivity: Ability to take the larger perspective into account, recognize organizational and community priorities and balance actions appropriately.

Physical Skills: Ability to perform required jobs with adequate strength, dexterity, coordination and visual acuity (with reasonable accommodation[s] if needed) and in a manner that does not pose a direct threat to the health or safety of the employee or others in the workplace.

July, 2005
Pay Grade 19
Exempt